

# City of Biggs

City Administrator agenda item request for the next  
( X ) Regular ( ) Adjourned Regular ( ) Special Meeting

Meeting Date: March 19, 2011 6:00PM

Date: March 12, 2012  
To: Honorable Mayor and Members of the City Council  
From: City Administrator  
Subject: Server Replacement (Consideration/Action)

Council is asked to award the contract for replacement of the City's aging computer system server, and for ongoing technology services.

## **Background:**

The City's information technology (IT) server equipment is approximately eleven years old, and is running software at least eight years old. It was patched together in a custom remodel fashion originally and subsequently. We recently discovered that we did not even have adequate emergency power-down equipment installed.

What the city has today is considered past its expected useful life with significant risk of catastrophic failure. Such failure would be devastating to the City in terms of utility billing and payment receipts, as well as financial and other critical municipal functions. The City has not had a capital upgrade or replacement plan for IT.

The city issued an RFP (Request for Proposals) for a complete replacement of the server to modern hardware and software, and also invited bids for ongoing system maintenance.

Responsive and competitive bids were received from three vendors. Evaluation of the bids included consultation with independent third party advisors, consideration of company experience, and contact with professional references. The proposals' bottom lines for server replacement are:

- B&C Computer: \$ 7,855.00
- PacifiCom: \$ 7,624.15
- VistaNet: \$14,156.43

Ongoing system maintenance is more difficult to compare due to varying rate structure formats, but is approximately:

- B&C Computer: \$ 4,910/yr + \$50/hr
- PacifiCom: \$ 3,748/yr + \$80-100/hr
- VistaNet: \$ 970 - 2720/yr + \$120/hr

Equipment will come with a one-year warranty. The city should anticipate equipment upgrade or replacement every five years. Fund 011, Building & Equipment Reserves, should be used for this

purpose; the balance in this fund is \$98,488 as of July 1. Opportunities may arise in a few years for a contract with the County.

Note: as we upgrade the server, we will discontinue daily automated tape-drive back-up and migrating to an automated rotating disk system. Staff recently acquired the proper UPS emergency back-up power device and initiated a practice of sequestering back-up tapes at least weekly to a secure location in a different facility. We should consider cloud-based back-up options as they evolve with acceptable data security and cost.

**Alternatives:**

1. Purchase a replacement system now.
2. Do nothing, wait for signs of more imminent system failure, then react to the emergency.
3. Lease the equipment at \$352/mo over five years for total \$21,120 (VistaNet).

**Recommendation:**

Authorize city administrator to engage PacifiCom to replace the system server within \$8,000 budget of Fund 011, and to establish a maintenance service contract for at least one year.

**Fiscal Impact:**

Up to \$8000 from Reserve Fund 011; budget already exists for system maintenance.